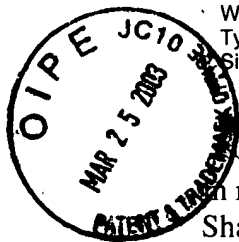


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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Re Application of:
Shah et al.

: Group Art Unit: 2175

Application No. 09/606,093

: Examiner: T.N. Pardo

Filed: June 27, 2000

: Response to Paper No. 8

For: METHOD AND SYSTEM FOR
ENABLING TRAINING OF FIELD
SERVICE PERSONNEL AND
FIELD SERVICE OF MACHINES

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Technology Center 2100

RESPONSE UNDER 37 CFR 1.111

Assistant Commissioner for Patents
Washington, DC 20231

S I R:

In response to the non-final Office Action dated December 24, 2002, Applicants
respectfully submit the following remarks.